



INTERNAL FUNCTIONAL IMPROVEMENT TEAMS (IFIT)

**NCWorks Career Center Operations
2019**

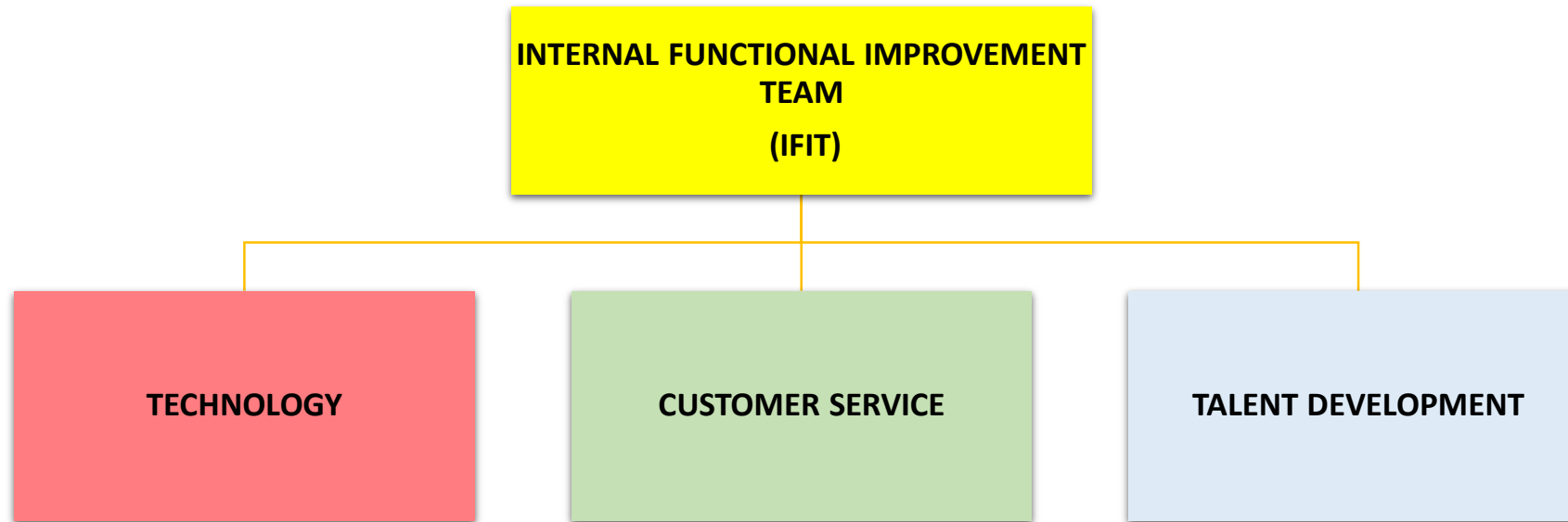
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As with any successful business, the employees and the **input** they provide as a **result** of being on the front-line of the day to day operations is **invaluable**.



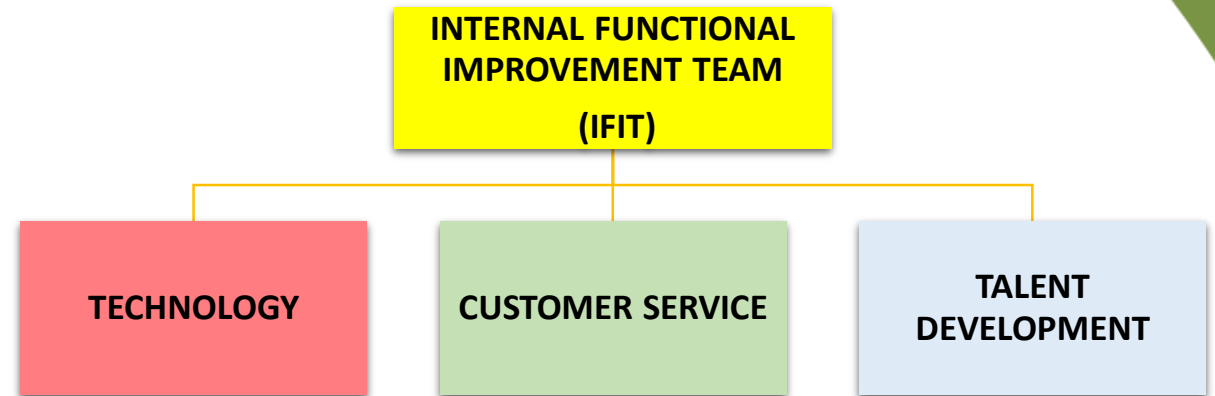
The intent of implementing Internal Functional Improvement Teams (IFIT) is to **empower all staff to be a part of implementing change**.

IFIT – Internal Functional Improvement Teams



IFIT: Transform relationships with both internal and external customers

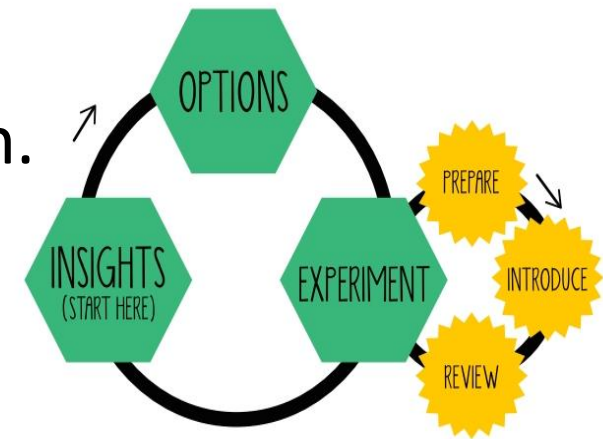
- Each Sub-Team will have a Lead but will also have a designated staff member from each Career Center. (ISD)
 - Each Sub-Team will determine strategies and success indicators to improve career center operations.
 - Each Sub-Team will select other staff to assist in idea input, implementation & sustainability where needed.
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- ✓ Sub-Teams will meet once a month.
 - ✓ For the first six months the lead on each team will report out at the System Mgt monthly meetings.



INTERNAL FUNCTIONAL IMPROVEMENT TEAMS (IFIT)

NCWorks Management Team will provide the **support and security** to help you sustain success and improvements for the long-term.

We are here to support you and assist with implementation.
We are not here to PUSH you.



GOAL: Transform relationships with both internal and external customers

TECHNOLOGY (What does each NCWorks Career Center need to increase customer and staff engagement?)	CUSTOMER SERVICE (How do you ensure that you meet the customer's expectation? How do you improve and transform relationships?)	STAFF DEVELOPMENT (How do you improve staff skills & knowledge of the regions labor market?)
Leads: Tasmin Mack Team Members: Trey Hedrick; Sheldon Tate; Ann Grogan (Jason Toney, Brian Lane)	Leads: Caleb Crow Team Members: Cynthia Watson; Vacancy	Leads: Vacant Team Members: Lora Melott; Stephanie Workman; Ric Smith
1.) Career Center Asset inventory	1.) Ensure the NCWorks Orientation Video is being seen by the jobseeker customer.	1.) Develop new staff on-boarding process (training on ISD & Service keys)
2.) ipad training to access and utilize ncwoks.gov	2.) Develop a consistent "Welcome to NCWorks" script to be used consistently.	2.) Develop talking points so that staff can knowledgably talk about LMI, Career Pathways, Local Employers/products.
3.) Help increase social media presence/engagement	3.) Develop a "Call the Customer" script.	
	4.) Determine how information and results from the customer feedback tool is communicated to all staff (Develop a new customer feedback card for current customers to fill out while in the center.) [Business Customer Feedback will be handled by another team]	
	5.) Managing the CRC flow/area consistently (better customer engagement)	

Customer Service

IFIT

Strategy/Outcome List

STRATEGY	PRIORITY	PROGRESS	OUTCOME
Ensure the NCWorks Orientation Video is being seen by the jobseeker customer.	High	Done	4 of 4 centers reportedly have new customers view video
Develop a consistent "Welcome to NCWorks" script to be used consistently.	High	Done	Script is being used in 1 of 4 centers currently.
Develop a "Call the Customer" script.	High	Done	Script is being used in 1 of 4 centers currently.
Determine how information and results from the customer feedback tool is communicated to all staff (Develop a new customer feedback card for current customers to fill out while in the center.)	High	In Progress	Questions have been developed for feedback card.
Managing the CRC flow/area consistently (better customer engagement)	High	Done	4 of 4 centers reportedly have center schedule.
Center Swap Experiment	Medium	In Progress	No outcomes to report.
Develop a consistent WIOA script.	High	In Progress	No outcomes to report.
Develop "Call the Customer/Voicemail" script	High	Done	Script is being used in 1 of 4 centers currently.
Develop a Wagner Peyser intake sheet to ensure Wagner Peyser completion.	High	Done	Script is being used in 1 of 4 centers currently.
Develop a Center Orientation Book/Packet to ensure all uniform delivery in all centers.	High	In Progress	Orieintation packet is being used in 1 of 4 centers currently.

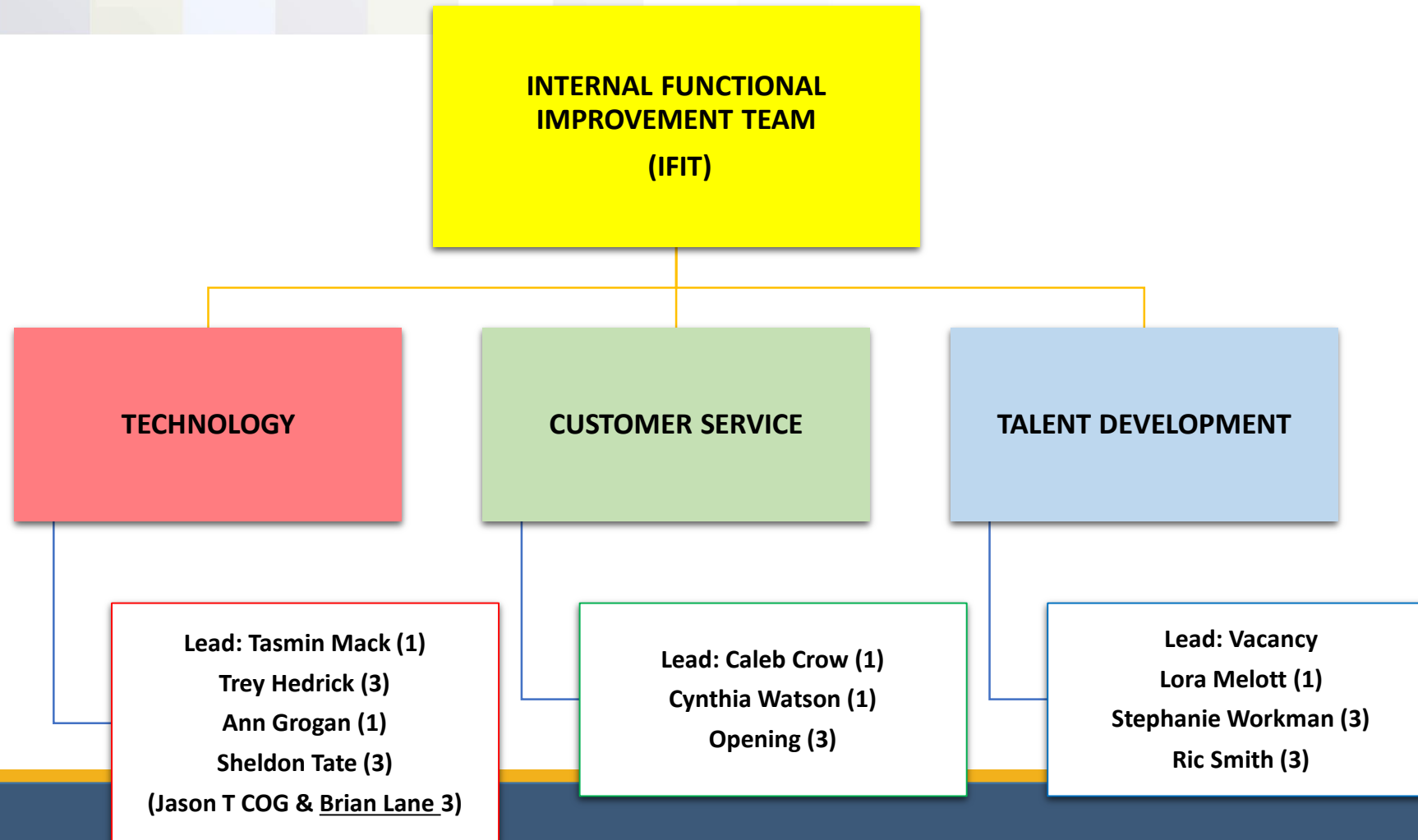
Technology IFIT Strategy/Outcome List

Tech team has
Admin rights to WDB
Facebook page to
make posts.



STRATEGY	PRIORITY	PROGRESS	OUTCOME
Career Center Asset inventory	Moderate	Completed	Completed Inventory Assessment for all 4 counties and sent out to Management.
ipad training to access and utilize ncwoks.gov	High	In Progress	Currently working on a consistent training with team to implement throughout each center/Starting June 4th
Increase social media presence/engagement	High	In Progress	Currently working with team to develop ideas and formats for using social media sites (Facebook, Twitter, Instagram, etc.)./Awaiting Login Credentials
Utilize current technology in all 4 centers	High	In Progress	Working with each center to deliver consistent message through use of TV's and computers. Using the NCWorks Video as orientation for new users.
Cross-train staff on technology	Moderate	In Progress	Work with staff memebers on set up of equipment and utilization of technology available in the center
Digital Branding	High	In Progress	Looking for use of technology in digital marketing in the community./ Contacted various outlets including HDR and Theaters to inquire about proicing and plan inclusion of services offered.

IFIT: Transform relationships with both internal and external customers



What is the Team Saying about IFIT After the Second Year?

“The staff is more aware of their own skills, and what training is needed for them to continue to improve.”

“The staff is more aware of how the system can improve and they offer up ideas and solutions more willingly.”

“Integrated Service Delivery is not only flowing better in the centers, it is flowing well within the IFITs. The teams mesh and flow to enthusiastically carry out our goals.”



A SUCCESSFUL ISD

NCWorks Service Keys

PURPOSE
why we do what we do and how we exceed our customer's expectation of service.

- ✓ I consistently provide excellence in customer service
- ✓ I constantly seek ways to exceed my customers' expectations
- ✓ I fully support a culture of service excellence

PERFORMANCE
how our behavior and results compare to our goals and potential.

- ✓ I execute my job with efficiency and keep my skills current
- ✓ I use available resources wisely and optimize my productivity
- ✓ I consistently focus on meeting customer needs with results-oriented service

PROFESSIONALISM
combines the ingredients of products, services, and behaviors to impact the customer experience.

- ✓ I conduct myself as a confident and energetic workforce professional
- ✓ I treat customers and co-workers with respect in all interactions
- ✓ I ensure my workspace is organized, accessible, and welcoming

INTERNAL FUNCTIONAL IMPROVEMENT TEAM (IFIT)

TECHNOLOGY

CUSTOMER SERVICE

TALENT DEVELOPMENT